

LESSON PLAN

Lesson Title: Help PHAs Improve MTCS Reporting

Time: 2 hours 15 minutes

Overview:

This section teaches Field Office and TARC staff how to help PHAs improve their MTCS reporting through the steps in the MTCS process.

Objectives:

After completing this section, participants will be able to:

- Navigate the MTCS web site
 - Use software and transmit data
 - Access error notifications
 - Understand the summarization process
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Materials:

- Slides
 - Individual section lesson plans
 - Group exercise answer keys
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References:

- Form HUD-50058
 - Form HUD-50058 Instruction Booklet
 - Form HUD-50058 Technical Reference Guide
 - FRS 2.0 User Guide
 - FRS 2.0 Multiple HA User Guide
 - Data Transmission Guide
 - MTCS Web Reports Guide
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LESSON PLAN

Lesson Title: Improve MTCS Reporting: Web Navigation

Time: 25 minutes

Overview:

This section provides a review of how to access and use the Internet. It includes an overview of the MTCS web site's basic features.

Objectives: After completing this section, participants will be able to:

- Navigate the web
 - Access MTCS
 - Describe the features and resources on the MTCS homepage
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Materials:

- Slides
 - Group exercise answer key
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References: N/A

EXERCISE ANSWER KEY

SITUATION # 1

Time: 10 minutes

Issue:

A Public Housing Agency within your jurisdiction has never accessed the MTCS web site.

Approach:

- Identify who accesses the Internet and their level of expertise at the PHA
 - Identify the PHA's software and hardware capabilities. May suggest that the PHA upgrade their modem and browser to help decrease the time to access the web site and retrieve reports
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Solutions:

- Provide the PHA with a quick Internet navigation 101 course, if limited Internet knowledge
 - Explain, step by step, how to access the MTCS web site. Include:
 - Access MTCS URL
 - Bookmark the MTCS web site
 - Identify useful webpages
 - Highlight link to MTCS application from homepage
 - Receive MTCS User ID and password
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Resources:

- MTCS Web Reports Guide
 - Hotline
 - Forums
 - MTCS support webpage
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LESSON PLAN

Lesson Title: Improve Reporting: Software

Time: 30 minutes

Overview:

This section provides an overview of the options PHAs have to collect MTCS data.

Objectives: After completing this section, participants will be able to:

- Describe how PHAs use software to collect MTCS data
 - Explain what software options PHAs have to collect MTCS data
 - Understand the benefits and limitations of all software options
 - Access one option, FRS 2.0
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Materials:

- Slides
 - Group exercise answer keys
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References:

- FRS 2.0 User Guide
- FRS 2.0 Multiple HA User Guide

EXERCISE ANSWER KEY

SITUATION # 2

Time: 10 minutes

Issue:

A large PHA needs to improve its MTCS reporting. It uses vendor software but wants to know if there are any other alternatives available.

Approach:

- Determine issues to identify and questions to ask PHA
 - Verify software requirements match current software program
 - Determine if reporting problem is due to lack of training, technical support, resources, adequate staff, or software
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Solutions:

- Suggest PHA partner with consortium of similar size, software, or geography
 - Recommend PHA contact other vendors
 - Recommend PHA contact other PHAs who use a vendor and have similar circumstances
 - Suggest PHA contact other PHAs with similar size programs for recommendation
 - Recommend PHA contact Housing Associations for recommendations
 - Suggest PHA use FRS 2.0 for *select* families and programs
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Resources:

- FRS 2.0 User Guide
- FRS 2.0 Tutorial Workbook
- MTCS Hotline
- Forums



EXERCISE ANSWER KEY

SITUATION # 3

Time: 10 minutes

Issue:

Several small to medium-sized PHAs in your area are interested in an alternative to vendor-provided software. They have come to you for advice.

Approach:

- Identify PHA's software problems
 - Identify PHA's size and financial circumstances
 - Identify computer needs and on-hand resources (e.g., staff, hardware, software)
 - Identify PHA's staff technical abilities and needs
 - Ask PHA if its Management Information Systems (MIS) staff can manage alternatives to vendor software
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Solutions:

- Suggest PHA Use FRS 2.0
 - Suggest PHA partner with a PHA that can transmit data for them
 - Suggest PHA partner with consortium of similar size, software, or geography
 - Suggest PHA partner with other local PHAs to share the cost of vendor software
 - Recommend PHA contact PHAs of similar size programs for recommendations
 - Suggest PHA contact Housing Associations for recommendations
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Resources:

- FRS 2.0 User Guide
 - FRS 2.0 Tutorial Workbook
 - MTCS Hotline
 - Forums
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EXERCISE ANSWER KEY

SITUATION # 4

Time: 10 minutes

Issue:

A PHA in your area recently visited the MTCS webpage and saw information about FRS 2.0. They are behind in reporting to MTCS; they called you to ask how to use FRS 2.0 and how the software can solve their reporting problem.

Solutions:

- Identify if PHA uses vendor software and what its current software problems are
 - Determine if reporting problem is due to lack of training, technical support, staff, resources or software
 - Define software requirements and see requirements match FRS capability (i.e., volume of data, network system, integration with other software)
 - Inform PHA how to access FRS 2.0
 - Describe the benefits and limitations of FRS 2.0
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Resources:

- FRS 2.0 User Guide
- FRS 2.0 Tutorial Workbook
- MTCS Hotline
- Forums



EXERCISE ANSWER KEY

SITUATION # 5

Time: 10 minutes

Issue:

A PHA calls you and states that MTCS will not accept their data because the vendor software they purchased does not work.

Solutions:

- Suggest PHA contact vendor
 - Suggest PHA contact MTCS Hotline.
 - Explore the following issues with the PHA:
 - Vendor training
 - Vendor technical support
 - PHA process to collect and transmit data, and to retrieve and fix errors
 - PHA designated staff for each task
 - Error notification retrieval
 - Types of errors received
 - Ask PHA if they are using most current version of vendor software
 - Reason for answer
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Resources:

- MTCS Hotline
- Forums



LESSON PLAN

Lesson Title: Improve Reporting: Data Transmission to MTCS

Time: 20 minutes

Overview:

This section provides an overview of the data transmission process and the options PHAs have to transmit MTCS data.

Objectives: After completing this section, participants will be able to:

- Explain the different data transmission options to transmit data to MTCS
 - Understand the benefits and limitations of both data transmission options
 - Describe how PHAs transmit data to MTCS
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Materials:

- Slides
 - Group exercise answer key
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References:

- Data Transmission Guide

EXERCISE ANSWER KEY

SITUATION # 6

Time: 10 minutes

Issue:

A small PHA needs to transmit backlogged data to MTCS to prevent sanctions.

Approach:

- Identify size of PHA and volume of backlogged data
 - Identify if PHA uses SprintMail or Internet
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Solutions:

- Recommend PHA develop a schedule to transmit backlogged data
 - Suggest PHA identify staff members to help transmit backlog
 - Recommend PHA continue to transmit current files
 - Provide tips on the transmission via Internet (e.g., time)
 - Provide step by step instructions on how to transmit to MTCS via the Internet
 - Suggest PHA retrieve error notifications to determine if MTCS received transmissions
 - Suggest PHAs contact Tom Williams if they have more than 10,000 families to transmit in a single transmission
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Resources:

- Data Transmission Guide
- MTCS Data Transmission Forum
- MTCS Hotline



LESSON PLAN

Lesson Title: Help PHAs Improve Reporting - Error Notifications

Time: 45 minutes

Overview:

This section will provide an overview of error notifications and explain how Field Offices and TARC's can use the error notifications to help PHAs resolve reporting problems.

Objectives: After completing this section, participants will be able to:

- Identify error notifications
 - Use error notifications to resolve PHA reporting problems
 - Access error notifications in MTCS
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Materials:

- Slides
 - Small group exercise answer key
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References:

- MTCS Web Reports Guide
- MTCS Technical Reference Guide

EXERCISE ANSWER KEY

SITUATION # 7

Time: 15 minutes

Issue:

Buffalo Municipal PHA (NY002) calls you and wants to know the status and outcome of their March 3, 1999 transmission to MTCS

Solutions:

To access error notifications:

- Select **Transmission Status, Error Report, or Analysis Report** from the *Main Menu*
- Type **NY002** in the HA Mailbox ID
- Select the error notification
- Select Mar 3, 1999 processing date

To review the report:

- View the Submission Status report to identify:
 - Total number of Form HUD-50058 data that MTCS received
 - Total number of fatal errors
 - Total number of warning errors
 - If Submission Status report indicates fatal errors, view Error report to identify the type of error
 - If Submission Status report indicates fatal and warning errors, view Error Analysis report to identify the frequency of fatal and warning errors
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Resources:

- MTCS Web Report Guide
 - MTCS Forums
 - MTCS Hotline
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LESSON PLAN

Lesson Title: Help PHAs Improve Reporting - Summarization

Time: 15 minutes

Overview:

This section will provide an overview of the monthly summarization process.

Objectives: After completing this section, participants will be able to:

- Describe the MTCS monthly process
 - Apply the monthly process to answer questions about PHA report submissions and sanctions requirements
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Materials:

- Slides
 - Group exercise answer key
 - Handout: MTCS monthly process graph with calendar
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References: N/A

EXERCISE ANSWER KEY

SITUATION # 8

Time: 5 minutes

Issue:

A PHA within your jurisdiction calls you to find out why reports viewed in MTCS are two months old

Approach:

Determine when the PHA reviewed the report and when they last submitted data to MTCS.

Solutions:

- Inform PHA that reports they access during the summarization process will reflect data two months prior
 - Inform PHA that they can access reports after the summarization process that reflects data submitted the previous month
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Resources: N/A